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AMIN, TUROCY & CALVIN, LLP				
127 Public Square				
57th Floor, Key Tower				
CLEVELAND, OH 44114				
EXAMINER				
ADDY, THUAN KNOWLIN				
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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

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doctet1@thepatentattorneys.com

hholmes@thepatentattorneys.com

lpasterchek@thepatentattorneys.com

Response to Arguments and Amendment

1. Applicant's arguments filed 09/25/2008 have been fully considered but they are not persuasive.
2. In regards to claim 1, Applicants argue that Joseph, Bala, and Holt, alone or in combination, fail to disclose or suggest a sequence of system actions from the incoming call as compared to system actions of one or more previous calls and is re-determined **for the incoming call** after the occurrence of each system action from the incoming call. In regards to claim 19, Applicants state that Joseph, Bala, and Holt, when taken alone or in combination, fail to teach or suggest a system that facilitates call routing where the probability of success **of the call** is re-determined after each system action. In regards to claim 20, Applicants further argue that Joseph, Bala, and Holt, when taken alone or in combination, fail to teach or suggest a method for automatically routing calls including employing probability to determine likelihood of success in automatically directing a call to an organization member, the likelihood of success determined based in part on a sequence of system actions from the call as related to the utility model and is re-determined after the occurrence of each system action **of the call** according to the utility model.
3. Applicants' arguments regarding claims 1, 19, and 20 are directed to amendments made to the claims after the Final Rejection. Therefore, further consideration and/or search are required by Examiner.